

## Programme Administrator

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### Kaupapa | Purpose

To provide a quality administrative support service

**Reports to:** Faculty Administration Manager

**Team:** EIT | Te Pūkenga Faculty Administration Team

**Remuneration:** \$53,000 - \$56,000 gross full-time per annum,  
but may negotiated commensurate with skills and experience

**Date:** May 2024

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### Ngā Hononga Mahi | Working Relationships

**Internal:**

- Faculty Administration Manager
- Head of School
- Assistant Head of School
- Programme Co-ordinators Students
- Faculty Administration Team
- Faculty and School Staff

**External:**

- Client and Industry Sector
- Advisory Committee
- Registry Section
- Service Section Staff
- General Public

**Resource delegations and responsibilities:**

**Financial:** N/A

**People:** N/A

### Customer Services and Support

- 1 Provide well informed and quality information at the School reception, via electronic systems and by telephone
- 2 Continue to update knowledge of programmes/courses to ensure a high standard of information is imparted to customers
- 3 Respond appropriately and on time to student and public enquiries
- 4 Inform prospective students of any changes to programme/course dates/times
- 5 Assist in School activities such as student orientations, achievement ceremonies, graduations, Information Days and meetings

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### Administration

- 1 Assist the Administration Manager, Heads of School (HoS) and/or Programme Co-ordinators as required
- 2 Process internal and outward correspondence as required
- 3 Organise class lists, set up course timetables and give appropriate staff access
- 4 Attend meetings as appropriate, take minutes and organise agendas where appropriate
- 5 Maintain accurate student records and supply student information to tutors and other EIT staff as appropriate
- 6 Ensure all enrolments are processed within a 24 hour timeframe where possible and monitor student enrolments for full-time and part-time courses to ensure accurate enrolment information is always available to the HoS and Administration Manager
- 7 Process student marks in EIT's student assessment systems aPlus+ and Artena, and produce results reports for Programme Cluster Committee (PCC) approval. Provide student result notifications as required

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### Programme/Tutor Support

Be responsible for the administration and programme support, including:

- 1 Provide word processing, spreadsheet and graphics for staff as required, including formatting of handouts, programme/course information, correspondence, manuals, application packs, assessments, timetables, School plans, meeting minutes and reports
- 2 Maintain a knowledge of programme and course documentation held in the Central Programme Repository, as appropriate to your role
- 3 Arrange interviews for applicants with staff and interview panels, as required
- 4 Arrange programme and course evaluations, and provide summaries to the HoS
- 5 Provide administration support with student placements, including maintenance of provider information and other contact lists
- 6 Support other Schools within the Faculty when required

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## General

- 1 Ensure the Quality Management System (Policies & Procedures) is reflected and adhered to at all times
- 2 Attend Faculty meetings and other Institute meetings as appropriate
- 3 Attend relevant courses to update skills where required
- 4 Develop positive and constructive working relationships with colleagues across all campuses - Hawke's Bay, Auckland, Gisborne and Regional Learning Centres
- 5 Assist other administrators in the Faculty with mail and other tasks as needed
- 6 Undertake additional responsibilities and tasks relevant to this position as requested by the position manager.

### Demonstrate commitment to:

**Te Tiriti o Waitangi** - Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre** - Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity** - Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence** - Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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## Pūkenga | Have

### Knowledge, Experience and Skills

- Knowledge and experience in office administration essential
- Organisation/time management skills essential
- Fast, accurate word processing skills and experience essential
- Knowledge of Microsoft Word for Windows essential
- Knowledge of spreadsheets (Excel) essential and database desirable
- Knowledge of meeting procedure and minute keeping essential
- Well-developed interpersonal, oral and written skills essential
- Excellent formatting and layout skills essential
- Excellent customer service skills essential
- Knowledge of tertiary education sector an advantage

### Special Aptitudes

- An ability to work competently and efficiently in a busy working environment
- An ability to work independently when necessary but also function as part of a team
- Ability to prioritise and manage multiple work streams
- An understanding, appreciation and sensitivity to client servicing and a commitment to providing quality services to both internal and external clients
- Appreciation of Te Reo Māori and cultural practices and etiquette (tikanga)
- An understanding and appreciation of cultural issues
- Ability to handle confidential matters sensitively
- Ability to network with a variety of external groups

## Personal Attributes

- High degree of professional judgment and integrity
- Flexible and responsive manner
- Strong self-motivation
- Friendly approachable manner with a sense of humour
- Punctual and reliable
- Mature and tolerant nature

## Qualifications

- Tertiary computer-related qualifications preferred

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## Waiaro | Be

**Authentic and Inclusive:** Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

**Connected:** Integrate waiaro-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

**Collective:** Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT Te Pūkenga, employers, ākonga and their whānau.

**Self-Awareness:** Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

**Ako:** Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

**Mana tāngata:** Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.